



## **General Instructions**

### ***Please read before starting***

- ❖ The **Empathy-Index** questionnaire is intended for two people (partners) who know each other well.
- ❖ Both partners should answer all questions separately.
- ❖ Each question has two parts and both partners should answer both parts.
- ❖ The questions are exactly the same for both partners. It is very important that you answer the questionnaire separately, without discussing your answers.
- ❖ If a question is not relevant, or cannot be answered, then click **N/A**.
- ❖ You must respond to each question, and all questions must be answered before the final report can be generated. Remember, **N/A** is a valid response to any question

## **Logging On**

At registration, you were provided two Logon IDs. These IDs are the same except for the ending letter, which is either A or B. To log on to the **Empathy-Index.com** questionnaire, select "Logon". You will be taken to the logon screen where you enter your assigned Logon ID. The first time that you log on, enter a password, together with a secret question in case you lose or forget your password. For privacy, each partner does this separately. If you are returning to the questionnaire, the system will automatically resume at the next unanswered question.

## **Responding to Questions**

Each question is made up of two parts. Both parts of every question should either be answered in a numeric range of (1) thru (9), or **N/A**. Generally, the answer scale ranges from an absolute "No" (1), to an absolute "Yes" (9). For example, selecting (1) might indicate a very strong No, while (3) would still indicate a No, but not so emphatic. A (5) is considered a neutral answer, neither No nor Yes.

If a question cannot be answered (or you do not wish to answer) you may respond **N/A**. **N/A** can mean either "Not Applicable" or "I do Not wish to Answer." **N/A** is a legitimate answer for any question. However, empathy cannot be calculated for a question in which either partner answered **N/A**.

## **Exiting the program**

You may exit at any time without finishing. When you return, you always resume at the next unanswered question. The **Empathy-Index** will keep your questionnaire active for 60 days, so be sure to complete it within that time.

## **When you are Finished**

After all questions have been responded to by both partners, either partner may request the report. However, once a report is generated neither partner may edit their answers. Be sure to confirm with your partner before requesting the report. The report will remain available to print for 20 days.

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